

Configuring House Accounts

House accounts allow customers to run a balance at your store, so they may charge products and services from your store and not pay immediately. At the end of the billing cycle, you send statements to each customer for payment on their account. Only customers with configured house accounts can charge sales to their accounts.

To set up a house account:

1. For new customers, on the **File** menu, click **New Customer**. For established customers, click **Customer Search** and perform a **Customer Search** to locate the customer, then double-click on the customer.
2. In the **Customer Detail Information** window, click the **House Account** tab.
3. In the **Account ID** field, click **Auto** to automatically generate an account number, or enter the account ID for the customer.
4. From the **Accounting Type** list, select whether you want to use **Balance Forward** or **Open Item** accounting.

TIP: You can configure the default settings for house accounts in **Mercury Administration**.

5. In the **Credit Limit** field, enter the maximum dollar amount of credit you want to extend to the customer.
6. From the **Billing Cycle** list, select the billing frequency.
7. From the **Default Payment** list, select the default method of payment. Typically, you should set this to **Credit**.
8. Configure finance charges:
 - » In the **Annual Finance Charge** field, enter the finance charge percentage to charge if the account is past due.
 - » In the **Minimum Finance Charge** field, enter the minimum finance charge to assess if the account is past due.
 - » From the **Finance Grace Period** list, select the number of days you want to wait before assessing finance charges.
9. Select whether you want to print statements, fax statements, and/or email statements to the customer.
10. If desired, select **Print Dunning Messages** if you want to print a dunning message at the bottom of each statement.
11. In the **Terms on Account** field, enter any additional text you want to appear on this customer's statements.
12. Click **Save**.



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Customer Detail Information - Kristin Smith : smithkr

General **House Account** Statistics Credit Cards Contacts Order History Marketing Statement Standing Order

Account ID: smithkr

Accounting Type: Balance Forward Accounting

Credit Limit: \$3,000.00

Billing Cycle: Monthly

Default Payment: House

Annual Finance Charge: 5.00 %

Minimum Finance Charge: \$5.00

Finance Grace Period: 30 Days

Print Statements: ☐ Fax Statements: ☒ Email Statements: ☒ Print Dunning Messages: ☒

Terms on Account:

☐ Batch Mode

Use the House Account tab in the Customer Detail Information window to configure house account details.

You can either enter your own account ID, or you can click Auto and let FTD Mercury generate one for you.

Make sure you set the account type, credit limit, billing cycle, annual finance charge, minimum finance charge, and grace period for the account. Also ensure you select whether you want to print, fax, and/or email statements to the customer.

